

# Transportation Summit Communication, Public Involvement, & Consciousness Raising Action Team Operating Charter and Guidelines

*Developed and adopted by the Action Team on January 28, 2004*

<p style="text-align: center;"><b>Action Team Purpose</b></p> <p>To identify key opportunities and to carry out potential action plans that impact, improve, and develop our transportation system as a magnet for jobs, growth, people, quality of life, and economic activity.</p>	<p style="text-align: center;"><b>Action Team Operating Guidelines</b></p> <p><u>Prime Decision Making Process:</u> Consensus – Through discussion everyone’s ideas are understood, and behaviors reflect agreement.</p> <p><u>Backup Decision Making Process:</u> 1. Team will explore further to find out what are a person’s “sticky” points” and then seek consensus. 2. Will conduct the 70/30 rule which suggests one largely agrees, but with some reservation, or 3. simple majority voting. Summarize and document the minority viewpoint.</p> <p><u>Issue Resolution:</u></p> <ul style="list-style-type: none"> <li>• Primary - We will trust, respect, and value each other’s opinion. We are information driven. Our actions are not based on perceptions, rumor, or personal agendas. We will resolve conflicts by reaching consensus on how best to report the scope of opinions.</li> <li>• Fallback - After a reasonable amount of discussion/debate, the moderator /facilitator will call the issue to question providing there is group consensus.</li> </ul> <p><u>Address Conflicting Priorities:</u> (i.e., inability to attend one or more meetings)</p> <ul style="list-style-type: none"> <li>• If the prime participant cannot attend, they may send an informed substitute. It is the prime participant’s responsibility to identify and inform the substitute in preparation for the session, and the substitute must update the prime participant following the session. A call will be made by the moderator if a team member misses two or more meetings.</li> </ul> <p><u>Communication:</u></p> <ul style="list-style-type: none"> <li>• Primary means is email, secondly via fax or phone. Will contact moderator/facilitator and team in the event that difficulties/changes arise. Sub-team members working together will restrict their emails to each other vs. the larger group.</li> <li>• Reporting – Sub-team members will update team of their progress at monthly meetings. Will contact moderator/facilitator and other team members in the event difficulties, problems, or the need for project schedule changes arise.</li> <li>• The moderator/facilitator will email their action team meeting minutes to Kirk Steudle and Tony Milo (Project Managers) with a cc: to Sara Smith. The moderator/facilitator will provide updates at their quarterly meetings and solicit assistance from project managers in the event difficulties, problems, or the need for project schedule changes arise.</li> </ul>
<p style="text-align: center;"><b>Action Team Vision</b></p> <p>Provide a mechanism to Transportation Summit participants to continue the development of the optimum transportation system for Michigan’s future by creating specific action steps and implementing those strategies.</p>	
<p style="text-align: center;"><b>Action Team Customers</b></p> <p>Transportation Summit Participants, including:</p> <ul style="list-style-type: none"> <li>• Michigan citizens and potential citizens</li> <li>• Business community</li> <li>• Tourism industry</li> <li>• Transportation industry and professionals</li> <li>• International community</li> <li>• Media</li> <li>• Public safety/emergency response officials</li> <li>• Federal, state, and local governments</li> </ul>	<p style="text-align: center;"><b>Action Team Operating Charter</b></p> <ul style="list-style-type: none"> <li>• We will engage in regular and effective communication with customers and stakeholders through active listening and information sharing to build trust and awareness, and solicit feedback.</li> <li>• We will trust, respect, and value each other’s opinion. We are information driven. Our actions are not based on perceptions, rumor, or personal agendas.</li> <li>• We will resolve conflicts by reaching consensus on how best to report the scope of opinions.</li> <li>• We will treat each other with respect, listen to all ideas, and communicate openly and candidly.</li> <li>• We will stay focused and on track with the agenda by: <ul style="list-style-type: none"> <li>○ Setting and following agendas that have time limits and deliverables.</li> <li>○ Minimizing digressions, side conversations, and repetitions.</li> </ul> </li> <li>• After a reasonable amount of discussion/debate, the facilitator or Action Team member may “call the issue to question” providing there is group consensus.</li> <li>• We will hold ourselves and each other accountable for upholding our Charter.</li> </ul>

# Transportation Summit Action Team Meetings

## Roles & Responsibilities

### **Moderator/Facilitator**

- Develop the work plan with the team and provide the leadership for the implementation of the team's work.
- Create the optimal environment that balances the task and the process orientation to generate the highest quality team results.
- Provide the leadership for the team meetings and work of the team outside of these meetings.
- Continuously assess, develop and if necessary change team membership as required to achieve the required team results.
- Keep the team connected to the project manager by continuously communicating team progress.
- Be personally accountable for the productivity of team meetings.
- Be responsible for the coordination and scheduling of team meetings.
- Send the Final Agenda 5 days before the scheduled meeting to all Action Team Members.
- Moderators are responsible for getting/making the copies of information needed by the team. Contact MDOT if they need assistance.
- Moderators need to send Kirk Steudle and Sara Smith all meeting schedules/agendas/minutes.
- Facilitator should be one of the planning team members and not a MDOT person.

### **Team Members** *Share responsibility of:*

- Ensuring team meetings are productive and alerting the facilitator whenever the team is straying.
- Designing and implementing the work plan (1) for carrying out the assigned, prioritized list of actions/goals/issues generated at the December Transportation Summit; and (2) that ensures Michigan moves forward towards achieving its Vision of Transportation generated also at the Summit.
- Drafting and adhering to a master calendar that determines how many times they will meet (approx 8 -10 times). Facilitators will be meeting quarterly (4). So a facilitator should plan on approx 12-14 meetings and/or sub-team meetings throughout the year.
- Adhering to the team's operating charter that provides the road map and structure for how the team including sub-action will work together and communicate over the next year.
- Responsible for notifying Moderator of absence to team meetings.
- Ensuring the team and/or sub-team's meeting plates are not to full or overloaded.
- Leaving organization at the door in order to achieve the overall vision, goals and objectives of the Transportation Summit.

### **Administrator Support & Time Keeper**

- Assists moderator, facilitator, and sub-team leaders in drafting and maintaining log of documented deliverables.
- Generates and confirms meeting information before the end of the team and/or sub-team meetings.
- Provides regular updates to the group during team and/or sub-team meetings making them aware of where they are in regards to time spent on topics and closing-time.
- Drafts and submits all meeting minutes to moderator, facilitator, and/or sub-team leaders for review and approval within five working days after all team and/or sub-team meetings.
- Finalizes, distributes, and maintains log of all meeting minutes to moderator, facilitator, team members, and sub-team leaders within ten working days after all team and/or sub-team meetings.
- Submit information to be reported to the moderator.

# Transportation Summit Action Team Meeting Format

## Before Meeting

- Review, as necessary, the work plan that (1) carries out the assigned, prioritized list of actions/goals/issues generated at the Transportation Summit; and (2) ensures Michigan moves forward towards achieving its Vision (**Moderator, Facilitator, Support Staff, and Team Members**).
- Review, as necessary, the master calendar that determines how many times the team will meet (approx 8 -10 times). Moderators will be meeting quarterly (**Moderator, Facilitator, Support Staff, and Team Members**).
- Review, as necessary, the action team's reporting mechanism (**Moderator, Facilitator, Support Staff, and Team Members**).
- Review purpose/outcomes the meetings and roles/responsibilities (**Moderator, Facilitator, Support Staff, and Team Members**).
- Follow-up with team members to finalize, as necessary, meeting agenda topics 5 days in advance of the meeting (**Support Staff**).
- Submit meeting agenda with timeframes to team members for review 5 days in advance of the meeting. Modifications are made, as needed. Note, administrative support staff will ensure adherence to the standard meeting format (**Moderator**).

## During the Meeting

- Room setup is house square/u-shape. Tele/Videoconferencing is an option for team members that can not travel to the meeting.
- Kick-off the meeting with a welcome and introductions, as necessary (**Moderator**).
- Share the purpose/expected outcomes of the meeting and an overview of the agenda, ask for any additional agenda items (**Moderator**).
- Refer team to the operating charter as a reminder of how the team will operate and interact to accomplish the purpose and outcomes of the meeting (**Moderator and/or Facilitator**).
- Cell phones and pagers will be turned off or put on vibrate.
- Facilitate meeting and provide input (**Facilitator and Team Members**).
- Post decisions on flipcharts
- Conduct regular time updates (at least 3) to make facilitator and team members aware of where they are in regards to time spent on topics and closing-time (**Support Staff**).

## Closing Meeting

- Summarize action items and what will be reported to moderator (**Team Member Support Staff**).
- Evaluate meeting in terms of how the team adhered to operating guidelines and standard meeting format. Discuss corrective actions, as necessary (**Team Members as led by Facilitator**).
- Make sure members are clear with regards to the time, place, and purpose of their next meeting. (**Moderator and/or Facilitator**).
- Ensure that there are clear next steps in place – i.e., topics identified for next meetings, etc. (**Moderator and/or Facilitator**).

## After Meeting

- Information to be reported is compiled by the administrative support and submitted to moderator. Modifications are made, as necessary (**Support Staff**).
- Reports information to Project Managers/Assistant Project Managers (**Moderator**).